

BOOKING TERMS AND CONDITIONS

By submitting the Programme Booking Form, the Organisation (as detailed above) agrees to be bound by the following terms and conditions:

1. ATTENDANCE

- I. Where a programme requires attendance on a range of dates, the delegate will be available to attend all dates.

2. CANCELLATIONS

- I. All requests for cancellations must be received in writing to hrdirect@nhsbt.nhs.uk.
- II. Cancellations will become effective on the date of written confirmation being received.
- III. The appropriate cancellation fee will apply based on the cost of the booking, as shown below.

Calendar days' notice before the start date of the programme	Refund applicable
15 calendar days or more	Full refund
Between 0 and 14 calendar days (inclusive)	No refund will be given

3. NON ATTENDANCE

- I. If the delegate fails to attend or complete the programme 100% of the programme fees are payable.

4. SUBSTITUTIONS

- I. Substitutions for delegates unable to attend after registering are acceptable 5 working days prior to the programme start date.
- II. All requests for substitutions must be received in writing to hrdirect@nhsbt.nhs.uk.
- III. If the delegate subsequently cancels or does not attend, the above cancellation fees will apply.

5. PROGRAMME CHANGES

- I. It may be necessary for reasons beyond NHS Blood and Transplant's control to alter the venue, content, speakers or the timing of the programme.
- II. NHS Blood and Transplant will endeavour to keep the delegate informed of such changes but any unavoidable change to the programme will not constitute a reason to refund the programme fee.
- III. Should the programme be postponed, NHS Blood and Transplant will endeavour to reschedule.
- IV. If, for reasons beyond NHS Blood and Transplant's control, the programme is cancelled, a full refund will be made.
- V. NHS Blood and Transplant do not accept any liability for any incurred costs resulting from a postponement or cancellation.

6. PROGRAMME FEE (IF APPLICABLE)

- I. Once a booking has been confirmed by NHS Blood and Transplant, payment must be received before the start of the programme or within 30 days of invoice date, whichever occurs sooner.
- II. Payment by BACS shall be to Account: NHS Blood Transplant, Sort code 60-70-80, A/C No. 10009272 (Quoting 55800/1381/Surname/First Name)
- III. The programme fee does not include refreshments, lunch, travel costs or accommodation unless otherwise stated at the time of booking.
- IV. VAT will be applied to all financial transactions with the exception of cancellation charges.

7. TRAVEL

- I. Travel is not included in the programme fee.
- II. It is the responsibility of each delegate to make their way to the venue in adequate time.
- III. NHS Blood and Transplant are not liable for any delays or non-attendance resulting from delayed or suspended transportation.

8. DATA PROTECTION

- I. Delegate details will be held by NHS Blood and Transplant to enable us to administer the booking, joining instructions, attendance and payment details.
- II. Information will not be disclosed to any third party other than NHSBT's contracted data processors.